

# TRAINING TO INCREASE THE EFFECTIVENESS OF YOUR CAMPUS DATA WAREHOUSE



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**DOIT**

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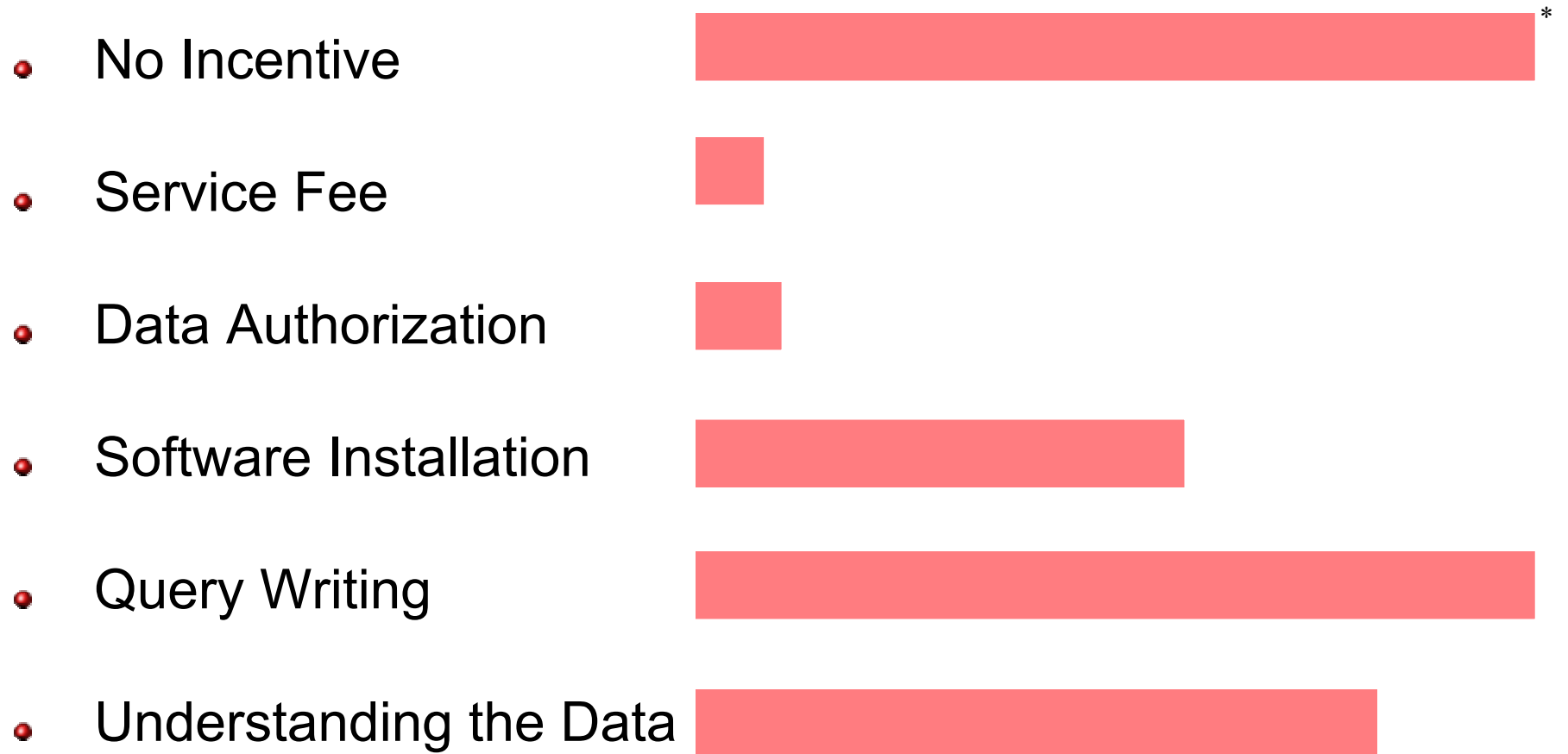
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## AGENDA

- Project Background
- Goals of Training
- Steps for Developing Training
- Obstacles Encountered
- Evaluating the Training Program

## WHY WERE THE DATA ACCESS TOOLS NOT WIDELY USED?



\*Relative size of obstacles

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## GOALS OF TRAINING

- Clarify the data access process.
- Assist users in understanding the data.
- Provide users with clear step-by-step instructions.
- Ultimately get a larger portion of campus to use the Query Library successfully.
- Save money by saving time, gaining efficiency, creating opportunities, and developing in-house resources.

# STEPS FOR DEVELOPING TRAINING

**1. Identify participant's knowledge base.**

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**2. Identify all parties involved.**

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**3. Define unknown or ambiguous terms.**

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**4. Describe the "big picture".**

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**5. Define the data elements.**

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**6. Create practical, real, hands-on examples.**

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**7. Define and document step-by-step procedures.**

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**8. Develop an effective presentation.**

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# FOUR EVALUATION LEVELS<sup>\*</sup>

- **Reaction**

- How do participants feel about the program?  
(Customer Satisfaction)
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- **Learning**

- To what extent did the participants increase knowledge, improve skills, and/or change attitudes?
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- **Behavior**

- To what extent did their job behavior change?
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- **Results**

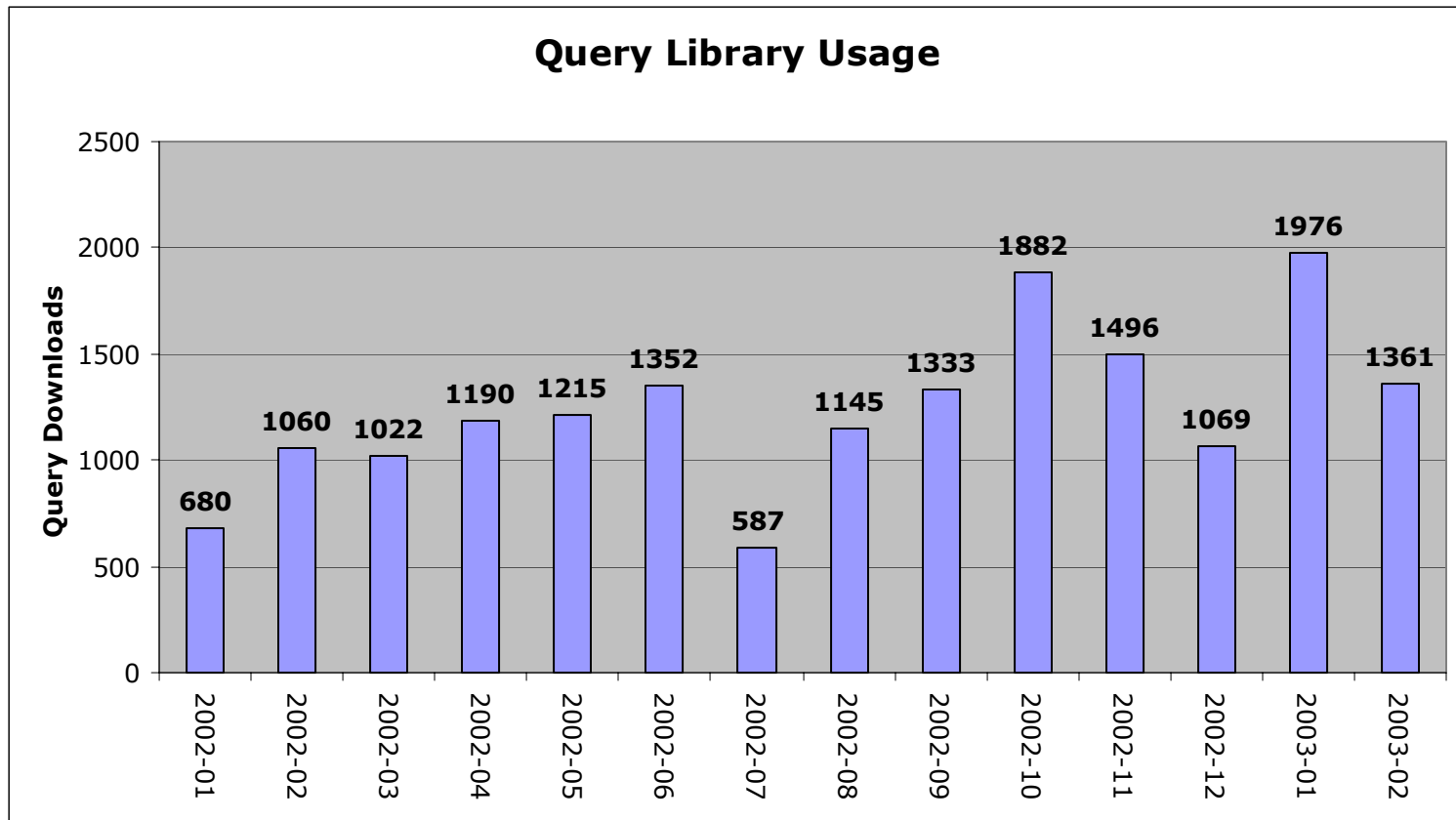
- What final results occurred? (Quantity, quality, safety, sales, costs, profits, ROI)
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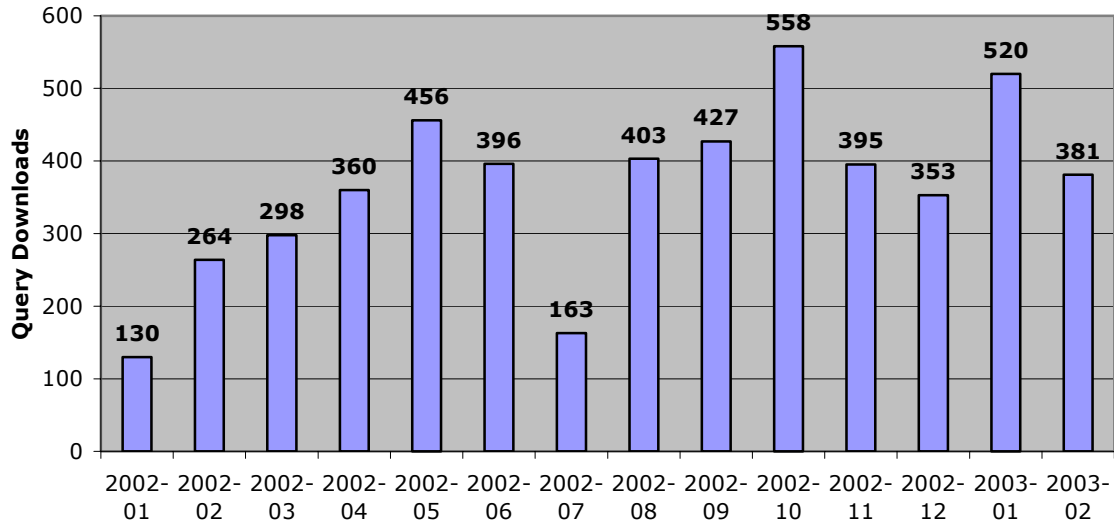
<sup>\*</sup> Kirkpatrick, Donald. *Evaluating Training Programs: The Four Levels*. Berrett-Koehler ; 2nd edition (July 1998).



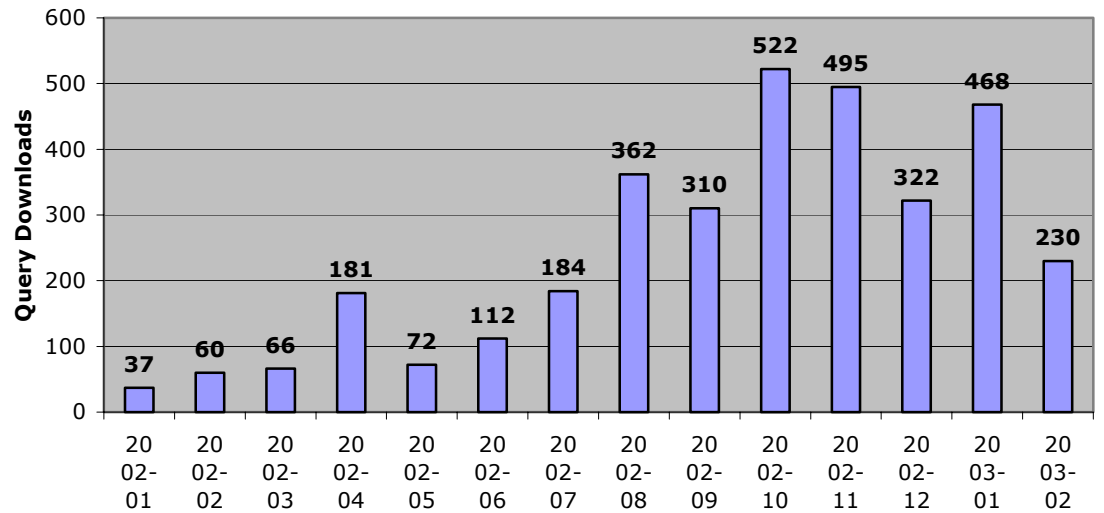
# BEHAVIORAL CHANGES



**Query Library Usage - Student Records**



**Query Library Usage - Enrollment Mgmt**



# MORE RESULTS

- We offered 31 classes  
*-18 Intro, 10 Student Record, 3 Enrollment*
- 305 UW employees have attended  
*-Average size class ~ 10*

## COST TO OFFER A QUERY LIBRARY CLASS

Task	Number of Participants	Cost	Total
Books	15	\$10/per book	\$ 150.00
Registration	15	\$10/per participant	\$ 150.00
Room Rental	-	\$265 for 3 hours	\$ 265.00
Instructor's Time (Delivery)	-	\$77/hr for 3 hours	\$ 231.00
<b>Total Cost For One Class</b>			<b>\$ 796.00</b>

**Cost Per Participant for Break Even at 10 \$ 79.60**

## COST TO DEVELOP THE INTRO QUERY LIBRARY CLASS

Task	Hours	Cost	Total
Meetings with Subject Matter Experts	6	\$77.00	\$462.00
Learning the Technology	5	\$77.00	\$385.00
Development of class presentation, handouts and activities	20	\$77.00	\$1,540.00
<b>Total Development Cost</b>			<b>\$2,387.00</b>

# APPENDIX I

## -SAMPLE FROM MANUAL-

### STEP-BY-STEP DIRECTIONS

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#### Locate the Student Datasheet Query

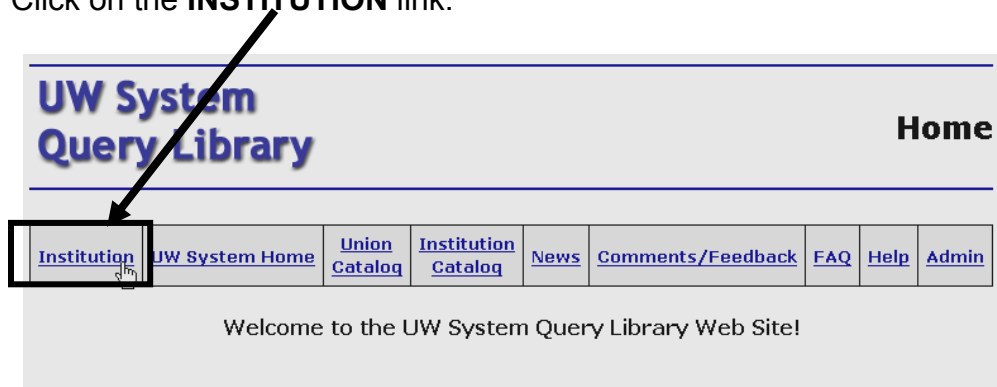
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The UW-System Query Library is located at the following address:

<http://wiscinfo.doit.wisc.edu/querylibrary/>

It is first necessary to choose "UW-Madison" from the Institution section.

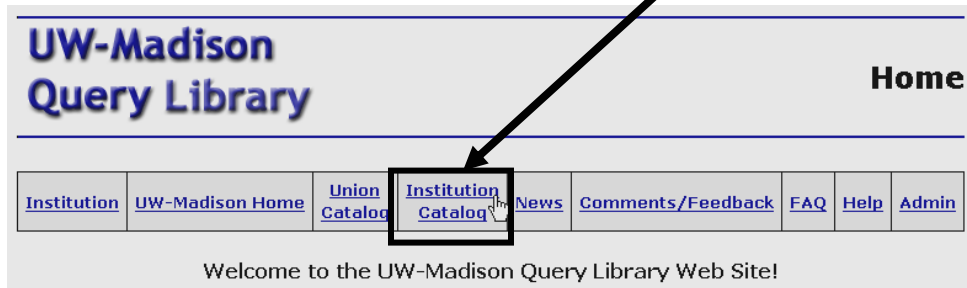
1. Click on the **INSTITUTION** link.



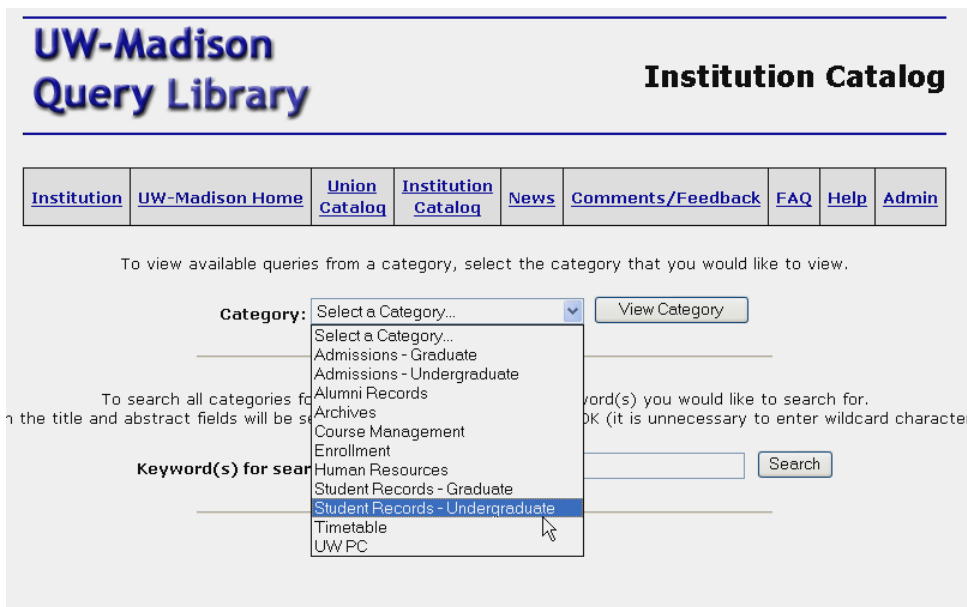
2. Use the drop down menu located next to **SELECT INSTITUTION** and select **UW-MADISON**. Then click on the **CONTINUE** button.



- To view a list of available queries, click on the **INSTITUTION CATALOG** link.



- The queries we are using in training today will all be located in the "Student Records – Undergraduate" category.



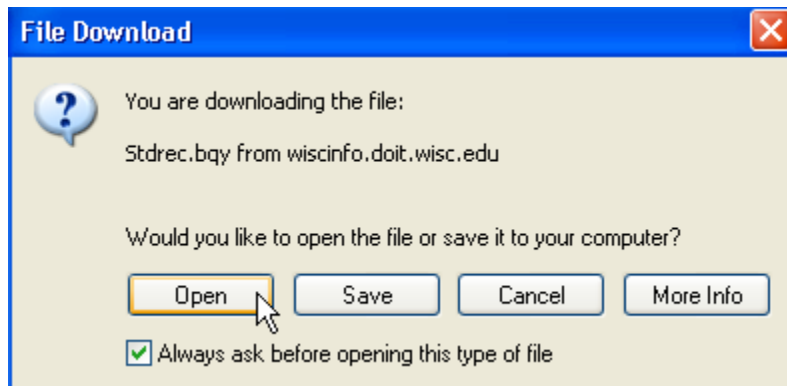
## Open the Brio Query File

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1. Locate *Advising Report by Group or Department* and click on the “**Brio ODS Query**” link that is located on the right side of the window.

Title	Abstract	Details	Download
<b>Advising Report by Group or Department</b>	Brio 6.6 version. This query selects on Academic Group or by major, not by individual advisor. It is meant to be used as an overview for departments to review and catch possible advisor assignment errors.	<a href="#">Details</a>	<a href="#">Brio ODS Query</a>
<b>Advising Report by Group or Department</b>	This query selects on Academic Group or by major, not by individual advisor. It is meant to be used as an over view for departments to review and catch possible advisor assignment errors.	<a href="#">Details</a>	<a href="#">BrioQuery 5.5</a>
<b>Advisor's List of Students</b>	Brio 6.6 version. Lists students of a selected Program and/or Plan Advisor. Also lists other majors and associated Plan Advisors any student may have. THIS QUERY WILL ALLOW YOU TO SEE HOW ADVISORS HAVE BEEN ASSIGNED IN ISIS IN YOUR UNIT.	<a href="#">Details</a>	<a href="#">Brio ODS Query</a>

2. When the “File Download” window appears, select **OPEN**.



**Helpful Hint:** It is recommended that you open all of the query library documents rather than saving them on your computer. Opening the document ensures that you are viewing the most current version of the document. If you save the document, you will not be able to take advantage of any useful changes the Query Library administrators are continuously making.